

**From:** Foster, Althea  
**Location:** 866-299-3188 code 202 564 2913#  
**Importance:** Normal  
**Subject:** FW: Gold King Mine Call Center Discussion with Contractor SRA International  
**Start Date/Time:** Tue 8/18/2015 3:00:00 PM  
**End Date/Time:** Tue 8/18/2015 4:00:00 PM  
[TO 4 TD 20 Gold King Mine Public Information.docx](#)

-----Original Appointment-----

**From:** Dalton, Deborah  
**Sent:** Monday, August 17, 2015 4:09 PM  
**To:** Dalton, Deborah; Cheatham, Reggie; Broussard, Rebecca; Foster, Althea; Lee, Eugene; Michaud, John; Pease, Amanda; Drammeh, Joan; Cerasani, Gina; Apostolico, Mary; SteveGaron  
**Subject:** Gold King Mine Call Center Discussion with Contractor SRA International  
**When:** Tuesday, August 18, 2015 11:00 AM-12:00 PM (UTC-05:00) Eastern Time (US & Canada).  
**Where:** 866-299-3188 code 202 564 2913#

Attached is the Technical Direction to our contractor, SRA International, to start the process of standing up call center response for the Gold King Mine claims process.

This call will enable us to provide answers to practical questions SRA has regarding the current situation, the near term (by the end of the week) needs and plans for responding after next week.

We will send out an agenda/list of topics/questions Tuesday morning to guide our discussions.

For the EPA team members - please include any others from your region whom you believe may have needs, experience or answers to questions.

Reggie has shared with us the expectation of senior management that we need to be able to describe our plans and have them up and running by the end of the week. We appreciate your flexibility in scheduling to meet this need.

Deb Dalton  
Senior Conflict Resolution Specialist  
EPA Conflict Prevention and Resolution Center